



## Welcome!

Please use this guide as a tool to help you understand the many features Benefit Strategies offers to help make your benefit experience as easy and convenient as possible!



## [www.benstrat.com](http://www.benstrat.com)

Benefit Strategies' website contains lots of valuable information to help you manage and understand your account. Our website also contains a link to our consumer portals which allow you to manage your account on your terms including filing claims, transaction history, reimbursements, bank account information to receive direct deposits and more. Forgot your username or password? That's ok! Use the forgot username or password links to help reset the account. For quick access to the login page, click [HERE!](#)

## Mobile Technology

Benefit Strategies offers mobile applications for the iPhone, iPod Touch and Android devices to allow you to quickly view your account balances and activity 24-hours a day while on the go! For more information about our mobile applications, click [HERE!](#) We also offer text message alerts for T-Mobile, Verizon, AT&T, Nextel and Sprint customers! Available alerts include receipt reminders, claim confirmations and denials. To learn more about text alerts, click [HERE!](#)



## Reimbursements

Benefit Strategies offers 4 methods of reimbursement:

**1. Debit Card** (if applicable) –the most convenient form of reimbursement. Swipe your card at any approved vendor for eligible purchases and your funds will be debited directly from your reimbursement account to pay for your eligible pre-tax expenses.

**2. Online Claim Entry and Receipt Upload** – Enter your claim information through the consumer portal and either: A.) Print the confirmation and send to Benefit Strategies with a copy of your receipt for approval or B.) Upload your receipt directly into the system for quick and easy processing! To find out more about our receipt upload feature, click [HERE!](#)

**3. Manual Claims** – Claims that are not paid for using the debit card or filed online can be submitted to Benefit Strategies using a manual claim form.

**4. Carrier Direct Feed** – If you enrolled in an HRA plan, your employer may have arranged for claims to be electronically submitted to Benefit Strategies for processing. When, applicable, payment would be automatically made to you or directly to your provider depending on your plan rules.

## Forms

All of our forms can be found directly on our website. Please use the following links to access common forms by service type:

[Flexible Spending Accounts](#)

[Health Care Reimbursement Arrangements](#)

[Commuter Benefits](#)



## Customer Service

Benefit Strategies offers a variety of customer service options that include:

1. By calling our 888 number listed below you can have access to our 24-hour self-service voice response system
2. Customer Service e-mail contact – [info@benstrat.com](mailto:info@benstrat.com)
3. Toll-free phone number – 1-888-401-FLEX (3539) that will connect you to a member of our Clients Relations Team to assist you in your questions or concerns. Office Hours: Mon. – Thur. 8:00am – 6:00pm, Fri. 8:00am – 5:00pm